

The Kinship Navigator Program

Program Deliverables and Contract Compliance Standards

April 2009

Vendor: _____

Date of Program Performance Findings: _____

Compliance Standard	Indicators/Documentation	Level of Compliance	Comments
<p>Intake and Assessment Responds within 2 business days to calls made to 2-1-1 and the agency</p> <p>Agency conducts initial screening, determines caregiver relationship to children, and the needs of the family.</p> <p>Caregivers with immediate need are provided with case management</p>	<p>2-1-1 log Agency contact log</p> <p>Case notes reflecting income, information of Kinship caregiver concerning</p> <p>Referrals, case notes reflecting contacts made on behalf of and assistance in accessing resources.</p>		
<p>Outreach and Follow-up Efforts Agency makes 3 attempts to reach the caregiver before closing the case: 2 telephone calls and 1 letter.</p> <p>Agency provides caregiver with contacts for other resources that may be helpful: TANF, food stamps, housing, etc.</p> <p>Case manager follows-up with supervisor for each case. Supervisor signs all cases.</p>	<p>Agency contact log, copy of letter to caregiver.</p> <p>Referrals, Case notes, contact sheet/log, and any other documentation</p> <p>Case notes, contact log, and any other documentation.</p>		
<p>Performance Measures Agency will schedule or perform a home visit within 45 business days of receiving the referral. Notes taken at home visit.</p> <p>Within 30 days of home visit, the agency will determine eligibility of caregiver and complete the application, (provided documentation is supplied by caregiver.)</p> <p>Agency will provide case management for families unable to produce all necessary documentation</p> <p>Agency purchases or fulfills requests for wraparound items within 30 days of completion of application.</p>	<p>Case record indicating the date a home visit actually occurred. Notes of referrals, if made. (Home visit may take place despite lack of documentation)</p> <p>Letter in file indicating that the client has been told which items she/he will receive. If case closed, copy of letter to caregiver.</p> <p>Evidence of outreach to caregiver found in case notes, Telephone calls to vital statistics or local city hall. Dates and times documented.</p> <p>Documentation in case file, copies of vouchers.</p>		

Compliance Standard	Indicators/Documentation	Level of Compliance	Comments
<p>Kinship Legal Guardianship Home evaluation completed within 45 business days of initial request by caregiver.</p> <p>Caregiver encouraged to be fingerprinted along with all members of the family over the age of 18.</p> <p>Parent notification of intent to seek KLG.</p> <p>Document submitted to court.</p>	<p>Case notes and copies of forms: evidence of compliance with child support, proof that child has lived with caregiver for 1 year or more, proof of cg income.</p> <p>Case notes indicating that the caregiver provided with sites and hours of operation for fingerprinting. Copy of fingerprint verification in file.</p> <p>Copies of all attempts to contact parent(s) in case file.</p> <p>Copies of papers sent to court in case file.</p>		
<p>Case File and Recording Case file orderly.</p> <p>Case notes adequate and legible.</p> <p>Copies of all necessary eligibility documentation in case file.</p> <p>Case Decision appropriately made based on assessment and supported documentation.</p>	<p>Case file</p> <p>Case notes and any other documentation in the file</p> <p>Copies of birth certificates, proof of income, social security numbers, verification of child's residency in case file.</p> <p>Case notes, review forms and any other documentation in the file.</p>		
<p>Reports and Reporting Monthly program reports are accurate and submitted timely to DFD.</p> <p>Quarterly Expenditure Reports accurate and submitted timely to DFD.</p>	<p>Monthly program reports submitted by the 15th of each month.</p> <p>Quarterly Expenditure Reports submitted before start of next quarter to ensure timely payment to agency.</p>		
<p>Administrative Oversight Requests for additional funding are made in timely manner to contract administrator and program director. and emails in case file.</p>	<p>Agency administration contacts DFD before funding becomes critical. Evidence of letters or emails sent to DFD.</p>		